

Steven W. Troxler Commissioner

North Carolina Department of Agriculture and Consumer Services Veterinary Division

Christina L. Waggett Assistant Commissioner for Consumer Protection

Michael Martin, DVM State Veterinarian

August 9, 2021

Nicole Jones Owner Loving Pup Resort 475 W. Jake Alexander Blvd Suite 102-211 Salisbury, North Carolina 28147

NOTICE of CIVIL PENALTY and NOTICE OF WARNING

Re: CIVIL PENALTY ASSESSMENT for VIOLATIONS of TITLE 02 N.C. ADMINISTRATIVE CODE ("NCAC") CHAPTER 52J SECTIONS .0102(3); .0201(d); .0202(b); .0209(7); and .0210(c); and NOTICE of WARNING for VIOLATIONS of 02 NCAC 52J .0201(h) and .0204(b)

AWS-CP-2021-13

Facility: Loving Pup Resort

License Number 11143

Dear Ms. Jones:

Pursuant to NCGS § 19A-40, I am issuing this notice that you individually and d/b/a Loving Pup Resort, are hereby assessed a civil penalty of \$3,900.00 as provided in the enclosed Notice of Violations.

With regard to the civil penalty, within 60 days from the date of receipt, you must do one of the following:

- 1. Pay the civil penalty assessment; or
- 2. File a written petition for a contested case hearing with the N.C. Office of Administrative Hearings to appeal the penalty assessment.

Pursuant to NCGS § 150B-22, either party to a dispute may initiate informal settlement negotiations at any time. To negotiate a settlement of this assessment, you may contact me by telephone at (919) 707-3280. Settlement offers do not extend the 60-day deadline for payment or filing of a contested case petition.

Additional information about your options is provided below:

PAYMENT

To pay the penalty, please send your payment by check or money order made payable to the North Carolina Department of Agriculture and Consumer Services to:

North Carolina Department of Agriculture and Consumer Services
Dr. Patricia Norris
Director, Animal Welfare Section
1030 Mail Service Center
Raleigh, NC 27699-1030

APPEAL

If you file a contested case petition, it must be in writing and in the form prescribed by NCGS § 150B-23. The petition must be filed with the N.C. Office of Administrative Hearings ("OAH") within 60 days from the date of this document. Additionally, the petition must be accompanied by a filing fee of twenty dollars (\$20.00). Payment can be made by cash, money order, certified check or check drawn on an attorney's trust account. Make checks payable to: Office of Administrative Hearings. File the petition and one copy with:

Office of Administrative Hearings 6714 Mail Service Center Raleigh, NC 27699-6714

Any questions about filing a petition may be directed to the Clerk of OAH by telephone at 919-431-3000.

You must serve NCDA&CS by mailing a copy of the petition to:

Ms. Tina Hlabse
North Carolina Department of Agriculture and Consumer Services
Registered Agent and General Counsel
1001 Mail Service Center
Raleigh, NC 27699-1001

Payment of the penalty will not foreclose further enforcement action against you for any new violation. If the violations which resulted in the assessment are of a continuing nature, NCDA&CS reserves the right to assess additional civil penalties in the future or take other enforcement action against you.

Your attention to this matter is appreciated.

Sincerely,

Patricia Norris, DVM, MS

Director, Animal Welfare Section

Fatra Norm, DVM, MS

Attachment: Notice of Violations, Assessment of Civil Penalty

cc: Michael Martin, DVM, State Veterinarian;

Tina Hlabse, General Counsel, NCDA&CS;

Christina L. Waggett, Assistant Commissioner, NCDA&CS;

Christopher R. McLennan, Assistant Attorney General

STATE OF NORTH CAROLINA NORTH CAROLINA DEPARTMENT COUNTY OF WAKE OF AGRICULTURE AND CONSUMER SERVICES, VETERINARY DIVISION ANIMAL WELFARE SECTION IN THE MATTER OF NOTICE of VIOLATIONS and) ASSESSMENT of CIVIL PENALTY **NICOLE JONES** for VIOLATIONS of TITLE 02 N.C. OWNER OF) ADMINISTRATIVE CODE CHAPTER LOVING PUP RESORT 52J SECTIONS .0102(3); .0201(d); .0202(b); .0209(7); and .0210(c); and

02 NCAC 52J .0201(h) and .0204(b)

NOTICE OF WARNING for VIOLATIONS

Acting pursuant to N.C. General Statute § 19A-40, Dr. Patricia Norris, Director, Animal Welfare Section ("AWS"), North Carolina Department of Agriculture and Consumer Services ("NCDA&CS") makes the following:

FINDINGS OF FACT

- 1. At all times pertinent to this matter, Loving Pup Resort ("the kennel") was a boarding kennel, licensed pursuant to N.C. General Statute ("NCGS") § 19A-28.
- 2. On June 14, 2021, AWS received a complaint alleging that two dogs owned by the same person had contracted respiratory infections after boarding at the kennel on June 9, 2021. The complainant in a follow-up email alleged and provided documentation that her animals were placed in a non-secured, mulch covered area in front of the facility on June 9, 2021. Based on the information in the complaint, AWS opened an investigation.
- 3. On June 16, 2021, AWS received another complaint alleging that the kennel owner had placed the complainant's dogs in a front area of the kennel that did not appear to be secure on June 6, 2021 and that one of the dogs developed a respiratory infection after boarding at the kennel from June 6 9, 2021. Given the similarities of the complaints, AWS combined the investigation of this complaint with the complaint received on June 14, 2021.
- 4. As part of the investigation, the AWS Inspector conducted an unannounced site visit to the kennel on June 25, 2021. This site visit revealed the following:
 - a. when the AWS Inspector explained she was there to conduct a complaint investigation, the kennel owner stated that she was expecting the investigation. She also stated that she had the files for 4 clients that she was aware of whose animals had become ill after boarding at the facility recently;
 - b. upon arrival, the AWS Inspector noted a very strong odor of ammonia/urine in the facility in violation of 02 NCAC 52J .0202(b) which requires that air flow be adequate to minimize odors;
 - c. during the site visit the AWS Inspector observed the outdoor area in front of the facility. The Inspector noted that this area is outdoors, covered in mulch, is not surrounded by a perimeter fence and the fencing that is present is not the required 5 foot in height and therefore this area is not a primary enclosure or exercise area;

- d. initially the kennel owner denied the allegations that the animals owned by these complainants were placed in this front area. She stated that this area was only used to confine her personally-owned animals. When presented with the documentation provided by one of the complainants showing the dogs confined in this area, the kennel owner admitted that, on June 9, 2021, while the male dog was being walked, the female dog owned by the first complainant was put in this area that is neither a primary enclosure or exercise area in violation of 02 NCAC 52J .0209(7).
- 5. While the investigation was underway, AWS received a complaint on July 1, 2021 alleging that a third complainant's dogs named Piper and King developed respiratory infections after boarding at the kennel from June 12 20, 2021. The complainant also alleged that the kennel owner delivered prescription antibiotics to their home mailbox after the dogs had returned home from boarding. The complainant further alleged that King went on to develop pneumonia and required hospitalization at an emergency veterinary clinic. Piper also required veterinary care to recover from her respiratory infection. A follow-up email from the complainant revealed that her animals were initially confined in the mulch-covered area in front of the facility on June 12, 2021.
- 6. The AWS conducted a site visit on July 6, 2021 to investigate the July 1, 2021 complaint. The site visit revealed the following:
 - a. the July 1, 2021 complainant was not one of the 4 clients that the kennel owner claimed on June 25, 2021 to have become ill due to boarding at the facility;
 - b. Piper and King's owner stated that she had left medication for the kennel owner to administer to King during the boarding period. When asked to produce the medication log documenting the administration of these medications, the kennel owner replied that she did not document giving the medications to the dog in violation of 02 NCAC 52J .0102(3);
 - c. an open large bowl of dog treats was present in the kennel area in violation of 02 NCAC 52J .0201(d) which requires that all food be stored in airtight containers with lids. The open treat container was present in the housing area where the dogs developed the respiratory infections. In addition to the container had having a lid and therefore was a violation of 02 NCAC 52J .0201(d), there was concern that these treats may have become contaminated with the pathogen(s) causing the respiratory conditions;
 - d. when the AWS Inspector questioned her about dispensing a prescription medication, doxycycline, to the owner of Piper and King, the kennel owner denied the allegation three consecutive times. When asked if the kennel owner was saying that the complainant was lying, the kennel owner confessed to dispensing and delivering the prescription medication as a favor to the dogs' owner and that the medications had been prescribed to treat dogs owned by her father.
- 7. On July 8, 2021, AWS received another complaint alleging that a dog named Max developed a respiratory infection while boarding at the kennel from June 16 July 2, 2021. Max's owner also alleged that the medications prescribed for Max by a licensed veterinarian for chronic medical conditions that she had left for the kennel to administer during the boarding period were not administered as directed. Max's owner supported her allegation by noting that she had left the proper number of doses (plus one) for the boarding time and several doses remained when she picked up Max. In addition, Max's owner stated the symptoms associated with Max's chronic medical conditions were much more severe when she picked Max up as compared to when she left him at the kennel. Max's owner also stated that upon arrival at the kennel on June 16, 2021, Max was placed in the mulch-covered area in front of the facility.
- 8. On July 13, 2021, the AWS conducted another site visit as a continuation of the investigation into these complaints. During the July 13, 2021 site visit, the following was noted:
 - a. the strong ammonia/urine odor was again present in the kennel in violation of 02 NCAC 52J .0202(b);

- b. there was no evidence that the veterinary medications were administered as prescribed for Max in violation of 02 NCAC 52J .0210(c);
- c. in violation of 02 NCAC 52J .0102(3) no medication log detailing the administration any of the medications for Max was maintained by the kennel;
- d. during the discussion pertaining to the allegations within this complaint, the kennel owner admitted to allowing some of the boarding dogs to swim in the pond off leash. The pond does not have any fencing or containment structure surrounding it. Allowing dogs to swim off leash in an area that has no perimeter fencing or any containment structure to prevent the escape of the animals is in violation of 02 NCAC 52J .0201(h) and .0204(b).
- 9. 02 NCAC 52J .0210(b) requires a facility to obtain and follow a veterinarian's written recommendations for correcting a disease problem that persists for more than 30 days at the facility. A review of the findings of the investigation noted:
 - a. during the June 25, 2021 site visit, the kennel owner relayed that a veterinarian was scheduled to visit the facility on June 28, 2021 to give recommendations on cleaning and sanitation to prevent the spread of disease;
 - b. the AWS Inspector contacted the kennel owner on June 29, 2021 to confirm the veterinarian had visited the kennel and requested that the kennel owner provide a copy of the written veterinary recommendations to AWS;
 - c. the kennel owner forwarded the veterinary recommendations to the AWS Inspector on July 6, 2021;
 - d. after reviewing the veterinary recommendations, the AWS Director contacted the veterinarian. The conversation confirmed for the AWS Director her impression from the recommendations that the attending veterinarian had not been fully informed of the extent, incidence or severity of the respiratory disease infections or the repetitive nature of the occurrence of respiratory disease at this kennel.
- 10. The review of the relevant documentation for this kennel revealed the following:
 - a. the FCI reports on November 4, 2015 and January 5, 2017 cited the kennel for placing dogs in the mulch-covered area in front of the facility as it does not conform to the requirements of either a primary enclosure or outdoor exercise area. The FCI reports conducted on the following dates noted that there were no outdoor areas approved as primary enclosures or exercise areas and that all dogs must be leash walked when outside due to the lack of the required perimeter fence. These dates include: February 9, 2017; January 2, 2018; April 24, 2019; June 3, 2019; June 22, 2020; and August 20, 2020;
 - b. on January 2, 2018, AWS issued a Notice of Warning to the kennel based on findings of the investigation associated with an outbreak of a respiratory disease at the kennel for violations of the NC Animal Welfare Act ("AWA") and the rules issued pursuant thereto;
 - c. on March 8, 2018, AWS suspended the boarding kennel license for this facility due to the conduct of the kennel which violated the AWA and its rules during an outbreak of a respiratory disease at the kennel. The Findings of Fact for the Notice of Suspension stated the following:

On March 5, 2018, Inspector Shore contacted the veterinarian whose signature appeared on the cleaning protocol submitted by Ms. Jones. During the discussion concerning the cleaning protocol, Inspector Shore asked the veterinarian if she had typed it and meant it to serve as written recommendations for addressing the disease condition at the kennel. The veterinarian relayed to Inspector Shore that: 1) she recalls Ms. Jones did speak with her concerning which chemicals to use to clean the kennel and that Ms. Jones showed her a list of chemicals; but 2) the veterinarian says that Ms. Jones never discussed a disease condition at the kennel with her and never requested written recommendations from her; and 3) the veterinarian states she did not

provide any written recommendations to the kennel owner.

- d. the July 24, 2018 Facility Compliance Inspection ("FCI") report noted violation of 02 NCAC 52J .0202(b) due to the strong odor in the kennel. This FCI was marked "Disapproved" due to the number and severity of the violations of the AWA and its rules;
- e. on August 2, 2018, AWS issued a Notice of Civil Penalty for violations of the AWA and its rules and a Notice of Warning for violations, including violation of 02 NCAC 52J .0202(b) due to the strong odor in the facility from sanitation deficiencies and inadequate ventilation. Furthermore, the Findings of Fact for these Notices stated:

During the interview with the veterinarian who signed the Program of Veterinary Care, the veterinarian remarked that she had not been informed by the kennel owner that the laboratory diagnosis for the illness of this dog included the presence of Mycoplasma in addition to Coronavirus; she had informed the kennel owner that if the kennel was being properly cleaned, the dogs should not be getting ill; she had informed the kennel owner that the contaminated boarding area needed to be shut down for 2-4 weeks, sanitized properly and allowed to sit empty for a while; she had been informed by the kennel owner that she would move the dogs to a different area; and since the kennel owner did not request written recommendations, the veterinarian did not put these recommendations in writing.

- f. the April 24, 2019 FCI report cited the violation of 02 NCAC 52J .0102(3) for failure to record administration of medication to the animals. This FIC was marked "Disapproved" due to the severity and repetitive nature of the violations of the AWA and its rules;
- g. the June 3, 2019 FCI was marked "Disapproved" due to the nature of the violations of the AWA and its rules;
- h. the June 22, 2020, FCI cited violation of 02 NCAC 52J .0202(b) due to the strong odor of urine in the kennel. The FCI was marked "Disapproved" due to the number and repetitive nature of the violations of the AWA and its rules;
- i. on July 1, 2020, AWS issued a Notice of Warning for violation of 02 NCAC 52J .0210(c) for failure to provide veterinary care for an animal injured at the kennel;
- j. on July 27, 2020, AWS issued a Notice of Denial of License Renewal and Notice of Deficiencies for severe repetitive violations of the AWA and its rules;
- k. the August 20, 2020 FCI was marked "Disapproved" due to the severity of the violations of the AWA and its rules;
- on January 21, 2021, AWS issued a Notice of Civil Penalty for violation 02 NCAC 52J .0102(3)

CONCLUSIONS

As a result of this investigation, AWS concludes that the kennel, either by act or omission, violated the following provisions:

02 NCAC 52J .0102(3) for failing to maintain records of veterinary care provided to King and Max. The kennel was cited for violation of this rule during the April 24, 2019 FCI. The kennel was assessed a Civil Penalty for this violation on January 21, 2021;

02 NCAC 52J .0201(d) for failing to store all food in airtight containers with lids on July 6, 2021;

02 NCAC 52J .0201(h) for failing to have a separate five-foot perimeter fence as animals have access to an outdoor area allowing dogs to swim in an unenclosed pond;

02 NCAC 52J .0202(b) for failing to maintain adequate air flow to minimize odors in the indoor housing facility on June 25, 2021 and July 13, 2021. The kennel was cited for violation of this rule during FCIs on July 24, 2018; and June 20, 2020. A Notice of Warning was issued to the kennel on August 2, 2018 for violation of this rule;

02 NCAC 52J .0204(b) for failing to have all enclosures constructed to prevent the escape of animals as the kennel allows dogs to swim unleashed in a pond with no fencing or containment structure;

02 NCAC 52J .0209(7) for failing to confine animals to a primary enclosure or exercise area on June 6, 2021, June 9, 2021, June 12, 2021 and June 16, 2021 by placing dogs owned by the complainants in an area in front of the facility that is neither a primary enclosure or exercise area on those dates; and

02 NCAC 52J .0210(c) for failing to provide the prescribed veterinary care to Max from June 16 - July 2, 2021. The kennel had previously been issued a Notice of Warning for violation of this rule due to an unrelated incident on July 1, 2020;

CIVIL PENALTY

As required by N.C. General Statute § 19A-40, in determining the amount of the civil penalty, I have considered the degree and extent of harm caused by the violations listed above.

Accordingly, Nicole Jones, as owner and operator of Loving Pup Resort, is hereby assessed a civil penalty for the following violations:

\$1,200.00 for 2 violations (\$600.00 per violation, second violation of this rule) of 02 NCAC 52J .0102(3) for failing to maintain records of veterinary care provided to King and Max.

\$200.00 for violation of 02 NCAC 52J .0201(d) for failing to store all food in airtight containers with lids on July 6, 2021;

\$1,200.00 for 2 violations (\$600.00 per violation) of 02 NCAC 52J .0202(b) for failing to maintain adequate air flow to minimize odors in the indoor housing facility on June 25, 2021 and July 13, 2021;

\$800.00 for 4 violations (\$200.00 per violation) of 02 NCAC 52J .0209(7) for failing to confine animals to a primary enclosure or exercise area by placing animals in the area in front of the facility on June 6, 2021, June 9, 2021, June 12, 2021 and June 16, 2021; and

\$500.00 for violation of 02 NCAC 52J .0210(c) for failing to provide the prescribed veterinary care to Max from June 16, - July 2, 2021;

\$3,900.00 TOTAL AMOUNT ASSESSED

NOTICE of WARNING

As to the remaining violation of 02 NCAC 52J .0201(h) and 02 NCAC 52J .0204(b) for failing to have a separate five-foot perimeter fence or area constructed to prevent the escape of animals by allowing dogs to swim in an unenclosed pond, this Warning Letter serves as written notice indicating in which respects the kennel may have violated the NC Animal Welfare Act and the rules issued pursuant thereto.

Continued or future violation of the statutes or regulations referenced in this letter will be considered a willful disregard or violation of the N.C. Animal Welfare Act and the rules issued pursuant thereto. Such willful disregard or violation may result in action against your facility's license pursuant to NCGS § 19A-30 and/or the assessment of a civil penalty of up to \$5,000.00 per violation under NCGS § 19A-40.

(See Appendix for text of referenced General Statutes and Administrative Code)

Date 1, 2021

Patricia Norris, DVM, MS

Director, Animal Welfare Section

North Carolina Department of Agriculture & Consumer Services

Appendix

REFERENCED LAWS AND REGULATIONS

§ 19A-28. License required for public auction or boarding kennel.

No person shall operate a public auction or a boarding kennel unless a license to operate such establishment shall have been granted by the Director. Application for such license shall be made in the manner provided by the Director. The license period shall be the fiscal year and the license fee shall be seventy-five dollars (\$75.00) for each license period or part thereof beginning with the first day of the fiscal year.

§ 19A-30. Refusal, suspension or revocation of certificate or license.

The Director may refuse to issue or renew or may suspend or revoke a certificate of registration for any animal shelter or a license for any public auction, kennel, pet shop, or dealer, if after an impartial investigation as provided in this Article he determines that any one or more of the following grounds apply:

- (1) Material misstatement in the application for the original certificate of registration or license or in the application for any renewal under this Article;
- (2) Willful disregard or violation of this Article or any rules issued pursuant thereto;
- (3) Failure to provide adequate housing facilities and/or primary enclosures for the purposes of this Article, or if the feeding, watering, sanitizing and housing practices at the animal shelter, public auction, pet shop, or kennel are not consistent with the intent of this Article or the rules adopted under this Article;
- (4) Allowing one's license under this Article to be used by an unlicensed person;
- (5) Conviction of any crime an essential element of which is misstatement, fraud, or dishonesty, or conviction of any felony;
- (6) Making substantial misrepresentations or false promises of a character likely to influence, persuade, or induce in connection with the business of a public auction, commercial kennel, pet shop, or dealer;
- (7) Pursuing a continued course of misrepresentation of or making false promises through advertising, salesmen, agents, or otherwise in connection with the business to be licensed;
- (8) Failure to possess the necessary qualifications or to meet the requirements of this Article for the issuance or holding of a certificate of registration or license.

The Director shall, before refusing to issue or renew and before suspension or revocation of a certificate of registration or a license, give to the applicant or holder thereof a written notice containing a statement indicating in what respects the applicant or holder has failed to satisfy the requirements for the holding of a certificate of registration or a license. If a certificate of registration or a license is suspended or revoked under the provisions hereof, the holder shall have five days from such suspension or revocation to surrender all certificates of registration or licenses issued thereunder to the Director or his authorized representative.

A person to whom a certificate of registration or a license is denied, suspended, or revoked by the Director may contest the action by filing a petition under G.S. 150B-23 within five days after the denial, suspension, or revocation.

Any licensee whose license is revoked under the provisions of this Article shall not be eligible to apply for a new license hereunder until one year has elapsed from the date of the order revoking said license or if an appeal is taken from said order of revocation, one year from the date of the order or final judgment sustaining said revocation. Any person who has been an officer, agent, or employee of a licensee whose license has been revoked or suspended and who is responsible for or participated in the

violation upon which the order of suspension or revocation was based, shall not be licensed within the period during which the order of suspension or revocation is in effect.

§ 19A-40. Civil Penalties.

The Director may assess a civil penalty of not more than five thousand dollars (\$5,000) against any person who violates a provision of this Article or any rule promulgated thereunder. In determining the amount of the penalty, the Director shall consider the degree and extent of harm caused by the violation. The clear proceeds of civil penalties assessed pursuant to this section shall be remitted to the Civil Penalty and Forfeiture Fund in accordance with G.S. 115C-457.2.

02 NCAC 52J .0102 RECORDS; BOARDING KENNELS

Operators of boarding kennels shall maintain records of all dogs and cats showing the following:

(3) veterinary care provided while boarded, which shall include date, times, description of medication (including name and dosage) and initials of person administering product or procedure.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. January 1, 2005.

02 NCAC 52J .0201 GENERAL

- (d) Supplies of food and bedding shall be stored in facilities which adequately protect such supplies against infestation or contamination by vermin and insects. All open bags of food shall be stored in airtight containers with lids. Refrigeration shall be provided for supplies of perishable food.
- (h) A separate five-foot perimeter fence is required if any animals have access to an outdoor enclosure, including unsupervised exercise areas.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. January 1, 2005.

02 NCAC 52J .0202 INDOOR FACILITIES

(b) Indoor housing facilities for dogs and cats shall be adequately ventilated to provide for the health and comfort of the animals at all times. The facilities shall be provided with fresh air either by means of windows, doors, vents or air conditioning and shall be ventilated so as to minimize drafts. Air flow shall be adequate to minimize odors and moisture condensation.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. January 1, 2005.

02 NCAC 52J .0204 PRIMARY ENCLOSURES

(b) Primary enclosures for dogs and cats shall be structurally sound and maintained in good repair and in a manner to prevent injury to animals and keep other animals out. Primary enclosures shall be constructed so as to provide space to allow each dog or cat to walk, urn about freely, and to easily stand, sit, or lie in a natural position. The height of a primary enclosure other than a cage shall be no less than five feet. All enclosures shall be constructed to prevent the escape of animals.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. January 1, 2005; April 1, 1985.

02 NCAC 52J .0209 CLASSIFICATION AND SEPARATION

Animals housed in the same primary enclosure shall be maintained in compatible groups, with the following additional restrictions:

(7) All animals shall be confined in primary enclosures or exercise areas.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. January 1, 2005.

02 NCAC 52J .0210 VETERINARY CARE

(c) Each dog and cat shall be observed daily by the animal caretaker in charge, or by someone under his direct supervision. Sick or diseased, injured, lame, or blind dogs or cats shall be provided with veterinary care or be euthanized, provided that this shall not affect compliance with any state or local law requiring the holding, for a specified period, of animals suspected of being diseased. If euthanasia is performed at a certified facility, a list of personnel approved to perform euthanasia shall be maintained in a Policy and Procedure Manual as described in 02 NCAC 52J .0800. Diseased or deformed animals shall be sold or adopted only under the policy set forth in the "Program of Veterinary Care." Full written disclosure of the medical condition of the animal shall be provided to the new owner.

History Note: Authority G.S. 19A-24; Eff. April 1, 1984; Amended Eff. March 23, 2009; January 1, 2005.